County of Los Angeles
INTERNAL SERVICES DEPARTMENT
1100 North Eastern Avenue
Los Angeles, California 90063

TOM TINDALL
Director

"To enrich lives through effective and caring service"

Telephone: (323) 267-2101
FAX: (323) 264-7135

December 10, 2012

To: Each Supervisor

From: Tom Tindall *[signature]*
Director

Subject: **AMENDMENT OF INFORMATION TECHNOLOGY SUPPORT SERVICES MASTER AGREEMENT (ITSSMA) WORK ORDER 06-2421**

This is to notify you of ISD's intent to amend ITSSMA Work Order 06-2421 with Unified Technical, Inc. to increase the amount by $175,000 for a maximum Work Order amount of $474,999 and to extend the Work Order term through June 30, 2013. In accordance with ITSSMA guidelines, Board notification is required for all projects that will exceed $300,000.

BACKGROUND

ISD's Midrange Computing Division (MCD) configures, maintains, and troubleshoots the storage systems that are used by countywide applications, such as eCAPS and ISD's IT Shared Services (ITSS). The storage systems span two data centers and currently contain approximately 3 Petabyte (PB) of data which is expected to increase by 30% over the next four months.

The rapid growth of the County's Downey and Santa Ana Local Recovery Data Center server, new applications, expansion of existing applications, and implementation of new storage technologies have created the need to extend this Work Order for six months. This will give us time to find and hire a permanent employee to cover this continuing storage work or, if we are not successful in finding a permanent hire, a new Work Order will be rebid at the end of this six month extension.

SCOPE OF WORK

Under the direction of an ISD Section Manager, the consultant working under this Work Order, on a time and materials basis, performs the following specific services:

- Installs, configures, tests, and implements storage software and components, including new releases and applicable patch releases.

- Designs and deploys local/remote mirroring solutions for backup and disaster recovery.

- Analyzes and resolves EMC Storage Area Network (SAN) related errors and reported problems; coordinates fixes with hardware vendors and customers.

- Configures and adds fiber ports in the SAN switches and establish storage zones.

- Consults with customers and UNIX system administrators to size and plan for storage hardware upgrades to meet customers' growth.

- Develops the SAN disaster recovery plan and participates in disaster recovery exercises.

JUSTIFICATION

The skill-set provided by this consultant is critical to the ongoing operations of ISD's storage infrastructure. Our storage staff is currently supporting over 1.5 Petabytes per FTE which is much higher than comparable organizations. Without the support of this consultant and with the expected increase of storage over the next few months, we would have the remaining FTE supporting 3 Petabytes (3,000 Terabytes) of data.

The consultant is needed to provide additional, temporary support to ISD in EMC storage systems. The consultant has the required experience and skill-set needed to support ISD's Storage systems and has demonstrated an ability to provide this critical service. Specific skills provided by the consultant include:

- Storage provisioning, SAN switch configuration and deployments, local and remote data replication and data backups.

- Virtualized storage provisioning and vPLEX mirroring configuration and maintenance in the eCloud environment.

- Ongoing data migration activities from legacy storage systems to new storage systems require storage and UNIX experience.

- The consultant's experience with Multiple Server Operating Systems, including HP UNIX and IBM AIX, is essential to support our Storage systems in our environment.

- Consultant has in-depth knowledge of the UNIX files systems and their relationship to storage.

- Availability of the contractor for planned and/or emergency maintenance.

These contracted services are critical and if not approved would impact several mission critical projects.

FISCAL IMPACT

The consultant's hourly rate for the Work Order extension will remain the same. The total amount of the extension is $175,000. The Work Order is funded by the use of a vacant, budgeted position used to offset the cost through salary and employee benefits savings. Costs are recovered through chargeback for storage usage by various server systems used by participating County departments. There is no impact on net County costs.
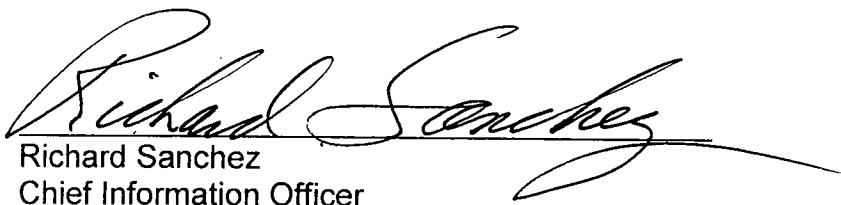
NOTIFICATION TIMELINE

Consistent with ITSSMA policies and procedures, we are informing your Board of our intention to extend the term of this Work Order and increase the total maximum amount. If we receive no objection from your Board within ten (10) business days from receipt of this Board notification, we will proceed with the Amendment of this Work Order.

If there are any questions or comments, your staff may contact me or Dave Chittenden, General Manager, Information Technology Services, at (562) 940-2901.

TT:DC:jr

c: Executive Office, Board of Supervisors
     Chief Executive Officer
     Deputy Chief Executive Officer
     County Counsel
     PCS General Manager

NOTED AND APPROVED:

Richard Sanchez
Chief Information Officer